

#E.01345A-05-0816
E.01345A-05-0826
E.01345A-05-0827

ORIGINAL



**ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM**

4/780

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2006 - 51063

Date: 4/12/2006
Arizona Corporation Commission
DOCKETED

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

JUN 18 2007

Complaint By: **First:** Sandy

Last: Gutman

DOCKETED BY [Signature]

Account Name: Sandy Gutman

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer is opposed to the rate increase requested by APS. She states that it is grossly unfair for APS to expect customer to pay for the non-utility sponsorships that is provided. She feels that developers that are building new developments should be charged more.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

4/12/06 Opinion noted and filed in Docket No. E-01345A-05-0816. closed

6/15/2007 - ***Notes by Lupe*** Re-Docketed Opposed Opinion:

Voicemail from Customer Received Requesting an addition to her Opposed Opinion.

Customer is opposed to the APS rate hike and feels it is outrageous for APS to expect consumers to absorb 20% or more when they are funding \$400,000.00 worth of catered lunches for their employees, not to mention spending 1.7 million dollars for lobbying services & whatever other frivolous expenses they promote every year including sky boxes at sporting events and all other things which the customer considers to be utterly inconsequential.

APS wants consumers to pick up the tab for the Palo Verde fiasco & all of their own administrative shortcomings.

Customer thinks APS needs to look closely at their own budget and trim all excess from their own internal budget. Per customer, maybe APS needs to slice personnel like most business have to do when they exceed their expenditures, not the people in the field but the people in the offices.

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Maybe APS needs to take a close look at what is necessary and what is not. Customer stated that she has lived in this valley for over 30 years and takes advantage and absorbs all suggestions published of how to conserve energy expenses.

Customer stated that she lives very conservatively, for example this is the fourth year she has not raised her AC above 80 degrees, which has become very uncomfortable especially for a person of her age.

Customer feels some of these expenses should be born by the new developers who continue to build the multi million dollar mansions and who consume energy as if there is an unlimited supply of it.

Even after all of the customer's conservation, her electric bill for her home still averages between \$225.00 - \$250.00 monthly.

If a 20% increase is granted this would add an additional \$50.00 to the customer's bill.

Customer asks the Commissions not to approve the APS request for an increase in rates.

End of Comments

Date Completed: 4/12/2006

Opinion No. 2006 - 51063
